

DBS IDEAL™ MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Please complete this form in BLOCK LETTERS.

Company Name* _____

Organisation ID* _____

7

RE-TRIGGER USER PACKAGE, UNLOCK USER ACCESS, UNLOCK / REPLACE DEVICE

Tick where applicable



Name (as in KTP/Passport)*

IDEAL™ User ID*

Email*

I want to

1. ☐ Re-Trigger User Package

2. ☐ Unlock User Access

3. ☐ Unlock Security Device (physical device not required to be returned)

Security Device Serial No. (required for Unlock Security Device option)

- -

Security Device Lock PIN (required for Unlock Security Device option)

4. ☐ Replace Security Device (faulty device required to be returned) ^

Security Device Serial No. (required for Replace Security Device option)

- -

Reason for Replacing Security Device

☐ Misplaced Security Device

☐ Faulty Security Device

☐ Others _____

Name (as in KTP/Passport)*

IDEAL™ User ID*

Email*

I want to

1. ☐ Re-Trigger User Package

2. ☐ Unlock User Access

3. ☐ Unlock Security Device (physical device not required to be returned)

Security Device Serial No. (required for Unlock Security Device option)

- -

Security Device Lock PIN (required for Unlock Security Device option)

4. ☐ Replace Security Device (faulty device required to be returned) ^

Security Device Serial No. (required for Replace Security Device option)

- -

Reason for Replacing Security Device

☐ Misplaced Security Device

☐ Faulty Security Device

☐ Others _____

^ A service fee of IDR 125.000,- is chargeable if faulty device is not returned

Company Stamp

Authorised Person signatories required

SIGN HERE _____

SIGN HERE _____